

TASK ORDER (TO)

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Personnel Recovery and Casualty Evacuation (PR/CASEVAC)

in support of:

United States (U.S.) Africa Command (AFRICOM)



Issued to:

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SECTION C – PERFORMANCE WORK STATEMENT

C.1 BACKGROUND AND AGENCY MISSION

The U.S. Africa Command (USAFRICOM) is headquartered at Kelley Barracks in Stuttgart, Germany, and it is one of the seven Department of Defense (DoD) geographic combatant commands. It is responsible for military relations with African nations, the African Union, and African regional security organizations as well as all U.S. DoD operations, exercises, and security cooperation on the African continent, its island nations, and surrounding waters. The USAFRICOM mission states that, along with its partners, USAFRICOM “counters transnational threats and malign actors, strengthens security forces and responds to crises in order to advance U.S. national interests and promote regional security, stability and prosperity.”

The Combined Joint Task Force – Horn of Africa (CJTF-HOA) located at Camp Lemonnier, Djibouti (CLDJ) is the USAFRICOM organization that conducts operations in the East Africa Area of Operations (AO). The Special Operations Command Africa (SOCAFRICA) headquartered also at Kelley Barracks in Stuttgart, Germany is a sub-unified command of the U.S. Special Operations Command (USSOCOM).

USAFRICOM and SOCAFRICA work in unison to support strategic objectives and together make up the Personnel Recovery and Casualty Evacuation (PR/CASEVAC) enterprise.

C.1.1 PURPOSE

The purpose of this TO is to provide USAFRICOM and other strategic and operational partners with dedicated PR/CASEVAC services in the high-risk East Africa AO, thereby closing capability gaps that pose risk to forward military forces and operations. The PR/CASEVAC services include airlift services (e.g., passenger, cargo, airlift/airdrop/cargo combination (COMBI), and airdrop).

C.2 OBJECTIVE

The objective of this TO is to optimize the delivery of PR/CASEVAC services in order to maximize the survival rates of injured or isolated personnel within the East Africa AO.

The underlying objectives are the following:

- a. Provide innovative, agile, flexible, responsive, PR/CASEVAC services by:
 1. Maximizing Operational Availability (OA) of PR/CASEVAC services.
 2. Reducing the response time from notification of an event to departure.
 3. Providing innovative aircraft solutions.
 4. Staffing and retaining the highest performing contractor personnel.
- b. Provide PR/CASEVAC services in an increasingly effective and efficient manner throughout the life of the TO by:
 1. Implementing efficient and effective approaches to program management and operations management.
 2. Implementing innovative sustainment, logistics, and inventory/material management solutions that enable PR/CASEVAC services in an austere operating environment.
 3. Increasing efficiencies by optimizing operations and sustainment spending and reducing the number of deployed contractor personnel.

C.3 SCOPE

The scope of this TO is to provide USAFRICOM and its partners with 24 hours a day/seven days a week (24/7) PR/CASEVAC services. The contractor shall integrate with the PR/CASEVAC enterprise to provide the Government with seamless solutions to mitigate risk to operations.

The PR/CASEVAC services consist of contractor-owned, contractor-operated (COCO) Rotary Wing (RW) and Fixed-Wing (FW) aircraft, pilots, rescue specialists, and paramedic-level field and in-flight patient care. These services include airlift, hoist utilization over land and water, maritime deck landings, Point-of-Incident (POI) response, and Technical Rescue to gain access to entrapped individuals. The PR/CASEVAC services are performed in high risk areas during day, night, low visibility, and brown-out conditions, on improved and unimproved airfield landing zones, non-surveyed landing areas, and unlit airfields.

The PR/CASEVAC services shall be provided to any U.S. partner or foreign national citizen to include military, Government, contractors, or civilians. Passenger eligibility and launch and execute are authorized by the local U.S. Commander with Tactical Control (TACON) (hereinafter referred to as the TACON Commander) of the contract aircraft in accordance with the most recent PR/CASEVAC Tasking Order (TASKORD) (**Section J, Attachment EE**).

Purchasing weapons or weapons systems is not within scope of this TO, nor is using weapons systems.

C.4 CURRENT OPERATING ENVIRONMENT

The large geographic scale and limited infrastructure of USAFRICOM AOR combine to create a difficult environment for conducting PR/CASEVAC operations. USAFRICOM receives PR/CASEVAC services in the East Africa AO from one steady-state site in Kenya. During high-risk operations, the contractor conducts excursions to other periodic sites in the East Africa AO to respond to injured and isolated personnel more quickly. The contractor services include the COCO aircraft, pilots, and the rescue specialist and paramedic-level inflight patient care services. The existing contractor utilizes two RW and one FW aircraft to provide the PR/CASEVAC services. The contractor maintains one FW aircraft and one RW aircraft that always remains on alert, and it utilizes the second RW aircraft as an operation backup. The FW and the RW aircrafts are currently required to meet the Notification Plus One Hour (N+1) alert posture with a 90 percent OA. These COCO aircraft are operated under a State Use Designation with the U.S. Air Force serving as the Airworthiness Authority.

Given the uncertain geopolitical and operational environment, USAFRICOM is evaluating additional steady-state sites that are geographically distributed across the East Africa AO. The outcome of this evaluation may dictate the relocation and/or increase of the PR/CASEVAC services to alternate or multiple future steady-state sites operating concurrently.

C.5 TASKS

The following tasks are in support of this TO and are detailed below.

- a. Task 1 – Program Management Services
- b. Task 2 –PR/CASEVAC Services
- c. Task 3 –PR/CASEVAC Enabling Services

SECTION C – PERFORMANCE WORK STATEMENT

C.5.1 TASK 1 – PROGRAM MANAGEMENT SERVICES

The contractor shall provide program management services under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS). The contractor shall facilitate Government and contractor communications, use industry-best standards and proven methodologies to track and document TO requirements and activities to allow for continuous monitoring and evaluation by the Government, and ensure all tasks are accomplished in accordance with the TO. The contractor shall notify the FEDSIM COR and USAFRICOM Technical Point of Contact (TPOC) via a Problem Notification Report (PNR) (**Section J, Attachment E**) of any technical, financial, personnel, or general managerial problems encountered throughout the TO PoP.

C.5.1.1 SUBTASK 1.1 – ACCOUNTING FOR CONTRACTOR MANPOWER REPORTING

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this TO (**Section F, Deliverable 01**). The contractor shall completely fill in all required data fields using the following web address: <https://www.sam.gov>.

Reporting inputs will be for the labor executed during the PoP during each Government Fiscal Year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year.

C.5.1.2 SUBTASK 1.2 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall coordinate a Project Kick-Off Meeting (**Section F, Deliverable 02**) in conjunction with the Government in a manner approved by the Government. The meeting shall provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include the contractor's Key Personnel, the USAFRICOM TPOC, the FEDSIM COR, the FEDSIM CO, and other Government stakeholders.

At least three workdays prior to the Project Kick-Off Meeting, the contractor shall provide a Project Kick-Off Meeting Agenda (**Section F, Deliverable 03**) for review and approval by the FEDSIM COR prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

- a. Points of Contact (POCs) for all parties.
- b. Program Management Plan (PMP) discussion including schedules and tasks.
- c. Operations Management Plan (OMP) discussion including schedules and tasks.
- d. Draft financial reporting format for Weekly Activity Reports.
- e. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government).
- f. Project Staffing Plan and status.
- g. TO Portal strategy/solution.

SECTION C – PERFORMANCE WORK STATEMENT

- h. Status of Theater Business Clearance (TBC), Letters of Authorization (LOA), and Government-Furnished Life Support Validation (GFLSV).
- i. Security discussion and requirements (i.e., clearances, building access, badges, and Common Access Cards (CACs)).
- j. TO administration and invoicing considerations.
- k. Transition activities and status.
- l. Other TO requirements.

The deliverables that shall be provided to the Government at the Project Kick-Off Meeting are listed in **Section F**.

The Government will provide the contractor with the number of Government participants for the Project Kick-Off Meeting, and the contractor shall provide the electronic copy of the presentation to all participants.

The contractor shall draft and provide a Project Kick-Off Meeting Minutes Report (**Section F, Deliverable 04**) documenting the Project Kick-Off Meeting discussion and capturing any action items.

C.5.1.3 SUBTASK 1.3 – PROVIDE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall provide a PMP (**Section F, Deliverable 05**) that is based on the contractor's solution. The contractor shall utilize the PMP as the foundation for information and resource management planning as well as to inform the Government how the contractor will manage the TO. The contractor shall use a Work Breakdown Structure (WBS), a component of the PMP, during the performance of the task. The PMP is an evolutionary document that the contractor shall update as project changes occur and annually at a minimum. The PMP shall be delivered in an editable, unlocked Microsoft (MS) Word document. The contractor shall provide Government access to the PMP via the TO portal. The contractor shall provide services in accordance with the latest Government-approved version of the PMP.

At a minimum, the PMP shall:

- a. Describe the proposed TO management approach and contractor organizational structure.
- b. Describe the contractor's approach to risk management including processes, procedures, and format.
- c. Describe the communications approach to include rules of engagement between the contractor and the Government and communication mechanisms (such as Technical Status Meeting, In-Progress Review (IPR), and Personnel Status (PERSTAT) Report).
- d. Describe the contractor's quality control methodology for accomplishing TO requirements and objectives. This includes how the contractor's processes and procedures will be tailored to and integrated with the Government to ensure high-quality performance.
- e. Contain Standard Operating Procedures (SOPs) for all tasks and requirements in Task 1 and H, as necessary.
- f. Include a staffing matrix of all personnel assigned to the TO and include, at a minimum, their position, client(s) supported, and duty station/assigned place of performance.
- g. Include the contractor's general operating procedures for:

SECTION C – PERFORMANCE WORK STATEMENT

1. Travel.
2. Work hours.
3. Leave.
4. Staff training policies.
5. Problem or issue resolution.

C.5.1.4 SUBTASK 1.4 – PROVIDE AN OPERATIONS MANAGEMENT PLAN (OMP)

The contractor shall provide an OMP (**Section F, Deliverable 06**), which documents the PR/CASEVAC operations management approach. The contractor shall utilize the OMP as the foundation for operations management as well as a means to inform the Government on how the contractor will accomplish Tasks 2 and 3. The OMP shall incorporate the contractor's operational procedures, best practices and innovative approaches to provide PR/CASEVAC services.

The operations governance structure shall be flexible and scalable to effectively provide solutions in the Government's changing operational environment. The contractor shall provide the OMP at the beginning of the TO. The OMP is an evolutionary document that shall be updated annually at a minimum and as required by the FEDSIM COR. The FEDSIM COR will communicate all requests for OMP changes to the contractor. For each FEDSIM COR-identified OMP change, the Government will provide a draft capability requirement to the contractor, and the contractor shall update the OMP for Government review and approval. The contractor shall provide services in accordance with the latest Government-approved version of the OMP. The OMP shall be delivered in an editable, password-protected MS Word document. The contractor shall provide Government access to the OMP via the TO portal. At a minimum, the OMP shall include the following information:

- a. OMP version and date.
- b. Overview of the OMP that outlines the purpose and contents of the document.
- c. Description of the Government's objectives and requirements as well as how the contractor will accomplish them, utilizing the proposed services, aircraft, and equipment. The description shall include an overview of the aircraft systems and equipment, their functions, capabilities and specifications. The description should clearly define how the proposed services integrate into the PR/CASEVAC enterprise.
- d. Description of the policies, procedures, and constraints that govern operations and sustainment. This includes the decision-making process for how the services will be employed to meet the requirements.
- e. Operational communications and roles and responsibilities framework between the contractor and the Government for efficient and effective operations management including communication mechanisms (i.e., Flight Operations Procedures (FOP), Ground Operations Procedures (GOP), Operations SOPs, Applicable Airspace Certifications, Clearances, and Government Approvals, Operational Metrics, Mission and Crew Pre-Briefings/De-Briefings, Risk Assessments, and Reports, Go/No-Go Flight Operations Assessments and a No-Go Written Assessment, After Action Report (AAR), Patient Care Report, Accident Report, Medical Incident Report, Casualty Report, Cargo Incident Report, Inventory Report, Information Assurance (IA) Plan, Pre-Deployment Site Survey (PDSS), SOPs for Site-Specific Activities, and DoD Activity Address Code (DoDAAC)).

SECTION C – PERFORMANCE WORK STATEMENT

- f. Description of the operational and sustainment environment and how the services will satisfy the constraints of the environment and the requirements of the TO. This includes how the planning, personnel, equipment, infrastructure, communications, and material components are organized for the contractor services.
- g. Operational scenarios, which include illustrative depictions that define the concepts and document the structure, activities, conditions (e.g., normal conditions, stress conditions, failure events, and anomaly/exception handling), events, and interactions of the users, services, and environment.
- h. Cost estimates broken out per the CLIN structure.

C.5.1.5 SUBTASK 1.5 – PROVIDE A MONTHLY STATUS REPORT (MSR)

The contractor shall provide an MSR (**Section F, Deliverable 07**). The MSR shall summarize the technical and managerial work performed by the contractor during the previous month, and shall include the following:

- a. Activities during the reporting period, by task (include ongoing activities, new activities, and activities completed, and progress to date on all above-mentioned activities). Each section shall start with a brief description of the task.
- b. Monthly performance metrics by task.
- c. Site status including issues impacting sites, personnel, and performance.
- d. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- e. Risk reporting including the identified risks, impacts, and risk resolutions.
- f. Personnel gains, losses, and statuses.
- g. Government actions required.
- h. Schedule including tasks, milestones, and deliverables; planned and actual start and completion dates for each task.
- i. Summary of contractor travel.
- j. Financial status including:
 - 1. Actual TO burn through the previous month and projected cost of each CLIN by task area, for the current month.
 - 2. Up to date spend plan including baseline, actuals, and forecast.
 - 3. Cumulative invoiced amounts for each CLIN.
 - 4. ODCs CLIN tracking report showing pending commercial purchases, approved commercial purchases, costs, locations, and due dates.
 - 5. Total incurred cost, broken down by labor and ODCs, for the contractor's rescue services rendered for international partners. The total cost incurred shall be tracked by individual event and per international partner.
- k. Status of the contractor's weapons certifications and any updates.
- l. Status of the contractor's flight clearance and aircraft certifications and any updates.
- m. Any recommendations for change, modifications, or improvements in tasks or process.
- n. Any changes to the PMP and OMP.

SECTION C – PERFORMANCE WORK STATEMENT

- o. Contractor work initiatives, efficiencies, good-news stories, significant events, accomplishments, new undertakings, design and process improvements undertaken during the reporting period, and follow-up reports on prior initiatives.

C.5.1.6 SUBTASK 1.6 – CONVENE TECHNICAL STATUS MEETINGS

The contractor Program Manager (PM) shall convene a monthly Technical Status Meeting (**Section F, Deliverable 08**) with the USAFRICOM TPOC, FEDSIM COR, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings (**Section F, Deliverable 09**), including attendance, issues discussed, decisions made, and action items assigned, to the FEDSIM COR.

C.5.1.7 SUBTASK 1.7 – PROVIDE A QUARTERLY IN-PROCESS REVIEW (IPR)

The contractor PM shall convene a quarterly IPR meeting with, at a minimum, the USAFRICOM TPOC, FEDSIM COR, and other Government stakeholders (**Section F, Deliverable 10**). The purpose of this meeting is to ensure the Government has all of the required information to make decisions, manage stakeholders, and coordinate activities. The contractor shall provide minutes of these meetings (**Section F, Deliverable 11**), including attendance, issues discussed, decisions made, and action items assigned to the contractor, the USAFRICOM TPOC, and the FEDSIM COR.

C.5.1.8 SUBTASK 1.8 – MANAGE CONTRACTOR TRAVEL

The contractor shall manage all travel needed to perform PR/CASEVAC services in accordance with **Section H.18** Travel under this TO consists of routine travel in the Continental United States (CONUS) and OCONUS travel and deployments. Deployments are defined as the movement of contractor personnel into and out of an operational area.

The Government will identify the need for a Trip Report (**Section F, Deliverable 12**) when the request for travel is submitted in accordance with **Section H.18.2**. The contractor shall keep a summary of all long-distance travel including the name of the employee, location of travel, duration of trip, and POC at travel location. Trip reports shall also contain Government approval authority, total cost of the trip, a detailed description of the purpose of the trip, and any knowledge gained. Trip Reports shall be prepared with the information provided in **Section J, Attachment G**.

In addition to the travel guidance above, the contractor shall comply with DoD, Army, and theater directives for personnel deployments. The contractor shall coordinate and complete all related activities for contractor personnel deployment to OCONUS locations (**Section H.27**), such as working in the Synchronized Pre-Deployment and Operational Tracker (SPOT) System, the Aircraft and Personnel Automated Clearance System (APACS), and creating LOAs.

C.5.1.9 SUBTASK 1.9 – PROVIDE PERSONNEL TRACKING AND REPORTING

The contractor shall track all personnel supporting the TO via the PERSTAT Report (**Section F, Deliverable 13**). The Government will specify the information to be included in the PERSTAT at the Project Kick-Off Meeting.

SECTION C – PERFORMANCE WORK STATEMENT

The contractor shall assist the USAFRICOM TPOC in maintaining the Government's PERSTAT Report and other management tools for tracking the contractor's availability against specific operational requirements. The contractor shall track and report on all contractor (including subcontractor) personnel supporting U.S. Armed Forces via the PERSTAT Report as soon as those individuals have been scheduled to report to the CONUS Replacement Center (CRC) or the commercially equivalent entity for OCONUS deployment.

C.5.1.10 SUBTASK 1.10 – CONDUCT SPECIAL STUDIES AND ANALYSES

The contractor shall provide special studies and analyses associated with PR/CASEVAC technologies and services. Special studies and analyses shall be provided in the following domains including operations research, aerospace, mechanical, electrical, software, biomedical, chemical, environmental, avionics, systems, network, logistics, and IA, as required, to evaluate processes, technologies, and services that will be integrated into the PR/CASEVAC enterprise. The contractor shall provide the following activities:

- a. Conduct Analyses of Alternatives (AoA) (**Section F, Deliverable 14**), as directed by the Government, in order to identify technologies, services and risks, and recommend how PR/CASEVAC operations can be improved. The contractor shall assess the current PR/CASEVAC efforts and initiatives in order to verify that appropriate concepts, technologies, services, and materiel and non-materiel solutions have been identified and incorporated to enhance the effectiveness of PR/CASEVAC operations. These assessments shall include the analysis of integration, Command and Control (C2), systems infrastructure, and sustainment and logistical challenges within the East Africa AO.
- b. Conduct technical and systems engineering activities to prepare and provide engineering packages (**Section F, Deliverable 15**), including drawings and related artifacts for utilization of the approved solution. The contractor shall recommend the specific composition of the engineering drawing package based on scope and complexity of the solution and the specific needs of the agency. The contractor shall communicate and collaborate with the USAFRICOM TPOC and other Government representatives throughout this process; prepare for and participate in discussions, technical interchange meetings, configuration control boards, and other forums at various stages to review progress; and participate in a comprehensive review of the completed package.

C.5.1.11 SUBTASK 1.11 – PROVIDE A TO PORTAL

The contractor shall provide a TO portal that both Government-approved contractor personnel and Government personnel can access worldwide via a unique user Identification (ID) and password. The TO portal shall not be CAC-enabled and shall be a cloud-based solution available to users with a .mil or a .gov account. The contractor shall provide the USAFRICOM TPOC and the FEDSIM COR with a recommended portal solution (**Section F, Deliverable 16**) at the Project Kick-Off Meeting. The contractor shall complete the portal no later than 30 calendar days following the Government's approval (**Section F, Deliverable 17**).

The TO portal is to introduce efficiencies and ensure coordinated PR/CASEVAC service delivery. At a minimum, the portal shall provide the following:

SECTION C – PERFORMANCE WORK STATEMENT

- a. Secure logical access controls with role-based views (e.g., FEDSIM COR and USAFRICOM TPOC).
- b. A dashboard that displays the following:
 1. Client name
 2. Abbreviated work description
 3. Customer POC information
 4. Contractor POC information
 5. Allocated budget by CLIN
 6. Funded amount by CLIN
 7. Incurred cost amount by CLIN
 8. Invoiced amount by CLIN
 9. Burn rate by CLIN
- c. An automated workflow for Government review/approval of Requests to Initiate Purchase (RIPs) and Travel Authorization Requests (TARs), inclusive of the USAFRICOM TPOC and FEDSIM COR. This workflow process shall also allow the FEDSIM COR, USAFRICOM TPOC, and other Government personnel to provide digital concurrence and approval for RIPs and TARs.
- d. The ability to view financial information to allow the Government to track each effort's financial health. The Government will establish the level of granularity needed at the onset of an effort (e.g., funding document or line of accounting level).
- e. An organized document library to store TO deliverables (e.g., MSRs, OMP, and PMP).

C.5.1.12 SUBTASK 1.12 – TRANSITION-IN

The contractor shall provide a Transition-In Plan (**Section F, Deliverable 18**) at the Project Kick-Off Meeting. The contractor shall meet or exceed the minimum requirement in the Operational Transition-In Matrix located in the Government's AFDP (**Section J, Attachment D**). The threshold column represents the Government's minimum performance requirement; the objective column in the Government's AFDP represents the Government's desired performance goal. The contractor shall implement Transition-In Plan No Later Than (NLT) 15 workdays after award. During transition-in, the contractor shall ensure minimal service disruption to vital Government business and no service degradation during and after transition. All transition activities shall be completed per the contractor's Transition-In Plan NLT 120 calendar days after Project Start (PS). As a part of transition-in, the contractor shall also coordinate with the outgoing contractor and the Government to ensure all Government property is transferred to the incoming contractor.

C.5.1.13 SUBTASK 1.13 – TRANSITION-OUT

The Transition-Out Plan shall facilitate the 120-day completion of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan (**Section F, Deliverable 19**) NLT 120 calendar days prior to expiration of the TO Base Period. The final Transition-Out Plan (**Section F, Deliverable 20**) shall incorporate the Government's comments. The contractor shall review and update the Government-approved Transition-Out Plan on an annual basis, at a minimum, and the contractor shall review and update the Transition-Out Plan quarterly during the final Option

SECTION C – PERFORMANCE WORK STATEMENT

Period (**Section F, Deliverable 20**). In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor or Government personnel to transfer knowledge regarding the following:

- a. Project/Program management processes.
- b. POCs.
- c. Location of technical and project/program management documentation.
- d. Status of ongoing technical initiatives.
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel roles and responsibilities.
- g. Schedules and milestones.
- h. Actions required of the Government.
- i. RIP and TAR data for the life of the TO.
- j. Transition of all Government-Furnished Property (GFP) and supplies.
- k. Status of Communications Security (COMSEC).
- l. Data from the material management services including all equipment and supply consumption data for the life of the TO.
- m. Editable and final copy of all TO deliverables. The contractor shall establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

C.5.2 TASK 2 – PR/CASEVAC SERVICES

The contractor shall provide services needed to accomplish the PR/CASEVAC operations. The contractor shall provide dedicated COCO FW and RW aircraft, pilots, rescue specialist, and paramedic-level field and in-flight patient care for 24/7 operations. The contractor shall provide and operate all aircraft and equipment necessary to deliver these services necessary for PR/CASEVAC operations. The contractor may be required to integrate with other military or contractors supporting the PR/CASEVAC enterprise as part of these operations. On a limited basis the Government may require these military or contractor personnel to onboard PR/CASEVAC aircraft and PR/CASEVAC personnel to onboard other Government or contractor aircraft.

The PR/CASEVAC operations are defined as follows:

- a. PR operations: PR operations are defined as the recovery and return of personnel who are isolated or injured in an uncertain or hostile environment. PR includes receiving Injured and/or Isolated Person (IP) and site information, conducting aerial search, coordinating with other assets to authenticate the IP, landing, recovering the IP, and performing en route patient care. PR also includes Technical Rescue, defined as the use of specialized tools and skills for rescue, including vehicle extrication, rope rescue, structural collapse rescue, water rescue, and wilderness search and rescue.
- b. CASEVAC operations: CASEVAC operations are defined as movement of a patient, who may not be stabilized, from the POI to a site where appropriate care can be rendered, or to a Point of Extraction (POE) suitable for FW or RW airlift operations, as applicable. The contractor shall perform initial patient assessment, turnover from first responder (as applicable); treatment and packaging, inflight patient care and documentation; patient

SECTION C – PERFORMANCE WORK STATEMENT

turnover to next level of care or care provider; prepare patients, equipment, and aircraft for flight; enplane and deplane patients; and load and unload baggage.

- c. **Airlift operations:** Airlift operations are defined as the transport and movement of passengers and cargo to support operations. The nature of what is to be carried drives the type of airlift operation. Airlift operations may include airlift/airdrop/cargo/COMBI. The contractor Pilot in Command is responsible for determining the safe loading limits and cargo/passenger combinations. The contractor is responsible for planning and delivery of cargo from origin to destination. The contractor, working in concert with the Government, shall determine the number of passengers and/or amount of cargo that will be transported based on weight, size, distance, altitude, and temperature at the sites. The Government will notify the contractor prior to loading of any cargo of a hazardous nature, and any such cargo shall be properly documented and certified as per applicable military transport standards.
- d. **Excursion operations:** Excursion operations are defined as when services are required temporarily at sites other than the primary staging sites. The locations may be Forward Operating Bases (FOBs), Forward Operating Sites (FOS), Afloat Forward Staging Bases (AFSBs), Cooperative Security Locations (CSLs), or other improved or unimproved sites. The TACON Commander will provide appropriate information to the contractor, detailing the operational constraints and mobilization/demobilization instructions. Excursion operations will require the temporary relocation of aircraft, support equipment, and corresponding operations and sustainment teams.
- e. **Interoperability and training operations:** Interoperability and training operations are events to ensure that U.S. and Host Nation (HN)/partner forces can function as mutually supporting entities. Interoperability and training operations include doctrine, tactics, individual skills, sustainment, and C2 procedures. The contractor shall coordinate with the TACON Commander to conduct a minimum of one PR/CASEVAC interoperability and training exercise each month.

The contractor shall meet or exceed the minimum defined requirements in the Operational Performance Matrix and Aircraft Performance Matrix located in the Government's AFDP (**Section J, Attachment D**). The threshold column represents the Government's minimum performance requirement; the objective column in the Government's AFDP represents the Government's desired performance goals. The Operational Performance Matrix in the AFDP also defines the OA rate and the basis of calculating the OA of FW and RW aircraft.

C.5.2.1 SUBTASK 2.1 – AIRCRAFT SERVICES

The contractor shall provide all resources and personnel necessary to obtain, provision, deploy, operate, and sustain the COCO aircraft services for all PR/CASEVAC operations. The contractor pilots shall safely and efficiently operate the aircraft and meet any testing and training requirements. The contractor shall configure aircraft to meet Government requirements, conduct testing, and coordinate all airworthiness approvals and certifications necessary. The contractor shall obtain any necessary airworthiness approvals and certifications (i.e., Flight Clearance, Airworthiness Release, Federal Aviation Administration (FAA) or other Civilian Aviation Authorities, and State Department licenses) as specified in **Section H.4**.

SECTION C – PERFORMANCE WORK STATEMENT

C.5.2.2 SUBTASK 2.2 – PARAMEDIC AND RESCUE SPECIALIST SERVICES

The contractor shall provide paramedic and rescue specialist services for all PR/CASEVAC operations. The contractor personnel shall provide PR services along with providing emergency medical services to include initial combat trauma stabilization, ongoing field trauma care, and CASEVAC of injured personnel. Due to the unpredictable nature of PR/CASEVAC operations, paramedic and rescue specialist personnel shall serve as aircrews onboard all aircraft. Paramedic and rescue specialist services shall include the following:

- a. The contractor paramedic and rescue specialists shall provide Technical Rescue services, which include vehicle and aircraft extrication, high-angle rescue, confined space rescue, rope rescue, structural collapse rescue, water rescue, and wilderness search and rescue.
- b. The contractor shall provide and properly maintain all necessary equipment to conduct paramedic and rescue specialist services. This equipment shall be portable and battery powered to allow for removal from aircraft.
- c. The contractor shall ensure proper selection of medical and rescue equipment based on nature of the operation. The contractor shall have provisions to store and administer controlled substances and blood products in accordance with National Registry of Emergency Medical Technicians-Paramedic (NREMT-P) standards of care, and within protocols of the contractor-provided medical oversight.

C.5.3 TASK 3 – PR/CASEVAC ENABLING SERVICES

The contractor shall provide all enabling services required to employ and sustain PR/CASEVAC operations. PR/CASEVAC Enabling Services include the planning, reporting, material management, sustainment, and logistics services needed to conduct 24/7 PR/CASEVAC operations.

C.5.3.1 SUBTASK 3.1 – OPERATIONS PLANNING SERVICES

The contractor shall provide PR/CASEVAC operations planning services. The contractor shall position aircraft, equipment, and personnel based on Government direction. The contractor shall comply with all technical orders, such as ground and flight procedures, aircrew procedures, FAA, and local/host nation air traffic control and International Civil Aviation Organization procedures.

In addition, the operations planning services include the following:

- a. Assisting in planning and identifying the employment of PR/CASEVAC methods and capabilities.
- b. Assisting in preparing a PR/CASEVAC tactical planning brief for the conduct of PR/CASEVAC operations. For the purposes of this TO, the PR/CASEVAC tactical planning brief is utilized to communicate the steps and actions that must be taken to complete a PR/CASEVAC operation, incorporating all relevant planning elements needed to define the planned course of action.
- c. Planning, coordinating, and reporting to the appropriate Government Flight Representative (GFR)/Technical Representative and Government ground and flight operations teams.

SECTION C – PERFORMANCE WORK STATEMENT

- d. Coordinating with all airfield operations centers to obtain necessary permissions. The contractor shall coordinate logistics (e.g., parking, fuel, maintenance, storage, workspaces) with the airfield where performance is to occur.
- e. Obtaining necessary landing rights or privileges, visas, passports, restricted area passes, and gate passes for contractor personnel in accordance with all local security requirements.
- f. Developing and delivering Ground Operating Procedures (GOP) (**Section F, Deliverable 21**), Flight Operating Procedures (FOP) (**Section F, Deliverable 22**), and other operational SOPs (**Section F, Deliverable 23**).
- g. Identifying and completing applicable airspace certifications, clearances, and Government approvals (e.g., filing diplomatic clearances, international flight plans (DD Form 1801), APACS, and other host nation airspace forms and requirements) (**Section F, Deliverable 24**).
- h. Providing crew pre-briefings/de-briefings and risk assessments.
- i. Providing go/no-go flight operations assessments and a no-go written assessment based on operational factors, safety, and environmental conditions or other risks.
- j. Providing timely operational-safety-related alerts, data, and bulletins on operations.
- k. Providing recommendations to the Government, as needed, to improve operations.

C.5.3.2 – SUBTASK 3.2 – OPERATIONS REPORTING SERVICES

The contractor shall develop and provide the following Operations Reports via email to the FEDSIM COR and the USAFRICOM TPOC in accordance with **Section J, Attachment H**. Contractor Operations Reports shall include the following:

- a. Daily Status Reports (**Section F, Deliverable 25**) (**Section J, Attachment I**) that provide a record to monitor the status of the aircraft in the East Africa AO, as well as verify the number of personnel working on site. The contractor shall make these records available to the TACON Commander of the contract aircraft, the USAFRICOM TPOC, Joint PR Center (JPRC), and FEDSIM COR. The report shall also include a 48-hour forecast of expected operations.
- b. Operational Metrics Report (**Section F, Deliverable 26**) that documents, tracks, and reports requested operational metrics, such as flight time logs and exercise data.
- c. Aircraft Repair Plan (**Section F, Deliverable 27**) that outlines the extent of any aircraft repairs. The Aircraft Repair Plan shall document the duration of aircraft repairs and impacts to aircraft operational availability. This plan shall be submitted to the USAFRICOM TPOC and the FEDSIM COR NLT 48 hours after the identification of the aircraft repair requirement.
- d. AARs (**Section F, Deliverable 28**) that assess the conduct of the operations shall be provided to FEDSIM COR, USAFRICOM TPOC, USAFRICOM TACON Commander, and USAFRICOM PR/CASEVAC and CJTF-HOA personnel. At a minimum, the AARs shall include a synopsis of events, timeline, and sequence of events and actions taken by participants, planned and actual outcomes, analysis of activities to include problems, solutions, and positive outcomes. The contractor shall utilize the AARs to identify any lessons learned, best practices, and corrective actions needed to continuously refine operations based upon the knowledge gained.

SECTION C – PERFORMANCE WORK STATEMENT

- e. Patient Care Reports (**Section F, Deliverable 29**) that document all patient care provided during each operation and provide a legible copy of medical documentation to the receiving medical facility or receiving medical crew (if being transferred to another medical aircraft) upon transfer of care. The contractor shall retain copies of all medical documentation for one year from the date of the operation and provide to the local TACON Commander, USAFRICOM TPOC, or FEDSIM COR upon request. All medical documentation shall be protected in accordance with Health Insurance Portability and Accountability Act (HIPAA) requirements.
- f. Operations Log (**Section F, Deliverable 30**) that documents a daily record of all scheduled and completed operations. The log shall be maintained by the contractor's aircrew for each operation and shall detail the number of passengers moved (getting on, off, and traveling through) and/or the internal and external cargo load information for each destination. This log shall include any reason why operations were not performed as scheduled to include weather, maintenance, threat, and safety, and cancellation. The log shall detail who authorized the cancellation. The contractor shall fill out the daily log at the completion of each operation and submit it to the USAFRICOM TPOC and FEDSIM COR. The contractor shall maintain the daily logs for the calendar month, then transfer them to the USAFRICOM TPOC and FEDSIM COR by the 15th calendar day after the end of the month. The contractor shall make the logs available within 24 hours to the USAFRICOM TPOC, FEDSIM CO, and FEDSIM COR upon request.
- g. Incident Reports (**Section F, Deliverable 31**) detailing any incident involving the aircraft, aircrew, or contractor personnel including incidents such as medical incidents in flight, or while passengers are under the control of the Pilot in Command; cargo incidents involving cargo that constitutes a hazard to operations, the contractor, and airport or personnel safety; and aircraft accidents/incidents as defined in 49 Code of Federal Regulations (CFR), Part 830. The contractor shall transmit the information to the TACON Commander, USAFRICOM TPOC, FEDSIM CO, and FEDSIM COR NLT the next business day by the most expeditious means available, considering the seriousness of the event. A final notification, which provides a summary of the event and the cause, shall be provided to the USAFRICOM TPOC, FEDSIM CO, and FEDSIM COR NLT 30 calendar days after resolution. Interim reports shall be provided to the FEDSIM CO or FEDSIM COR NLT 30 calendar days after the event when a final notification cannot be provided within the designated timeframe. Notifications shall include at minimum (1) the contractor name and employee name(s) as applicable; (2) date and time of the event; (3) nature of the event; (4) summary of the event, including personnel involved, actions taken, and actions planned; and (5) expected date for follow-up or resolution.

The following details the additional specifications for medical and cargo incidents as well as aircraft accidents/incidents:

1. Medical incidents shall be reported to TACON Commander, USAFRICOM TPOC and FEDSIM COR at the next en route station for in flight incidents, or the station where the incident occurs.
2. Cargo incidents shall entail the following additional information in the report: (1) location, (2) date and Greenwich Mean Time (GMT), (3) nomenclature of cargo (proper shipping name of hazardous cargo), (4) shipper's organization/unit and name of cargo representative, (5) destination of cargo, (6) Transportation Control Number (TCN) or bumper/increment number, and (7) facts and circumstances.

SECTION C – PERFORMANCE WORK STATEMENT

3. Aircraft accidents/incidents shall entail the following additional information in the report: (1) the contractor and trip number, (2) aircraft type and number, (3) date and time of the accident or incident, (4) last point of departure and point of intended landing of the aircraft, as applicable, (5) nature of the accident or incident and extent of known damage to the aircraft, if any, (6) total number of crewmembers and passengers on board, (7) number of injured and fatalities aboard the aircraft, and (8) condition of baggage or Government-owned material, if any, on board.
- h. Casualty Reports (**Section F, Deliverable 32**) to document any casualties that occur on a contractor's aircraft. Casualty passenger information shall be furnished to the applicable geographical commander based on this TO and FEDSIM CO instructions. The contractor shall notify the USAFRICOM TPOC at the next en route station for in flight incidents, or the station where the incident occurs. The contractor shall include in the notification the following: (1) full name; (2) DoD ID or Social Security Number (SSN) as necessary; and (3) component of service identified as Army, Air Force, Navy, Marine Corps, Coast Guard, or other DoD agency, as appropriate. The FEDSIM CO and COR only require notification of the casualty incidents in the AARs NLT the next business day.

C.5.3.3 SUBTASK 3.3 – MATERIAL MANAGEMENT SERVICES

The contractor shall provide material management services for assets and property used in performing the services required by this TO in accordance with DoD, USAFRICOM, and local base policies and procedures. Specifically, material management services shall track and report the status of Government and contractor-acquired equipment, aircraft, fuel, parts, and consumable supplies. The contractor shall provide a monthly, or as requested, Inventory Report (**Section F, Deliverable 33**) for each site. The contractor shall identify, document, and report on physical inventory losses and gains as a part of its monthly, or as requested, Inventory Report. In addition, the contractor shall identify faulty and End-of-Life (EOL) equipment or supplies and facilitate repair or replacement in coordination with the Government. The contractor shall report any loss or damage to property used in support of the TO to the Government NLT three days of its discovery.

C.5.3.4 SUBTASK 3.4 – SUSTAINMENT SERVICES

The contractor shall provide sustainment services for all aircraft and equipment to ensure functionality and interoperability.

- a. Maintenance: As required by the Government, the contractor shall maintain aircraft and equipment including infrastructure systems, software, and hardware. The contractor shall manage warranty and maintenance agreements for all aircraft, equipment, and software that require warranty and maintenance contracts. To mitigate service disruptions, all aircraft and equipment shall remain covered by maintenance agreements through its deployment. Additionally, the contractor shall provide notification regarding all future maintenance coverage requirements. The contractor shall perform activities that include the following:
 1. Design, obtain, install, configure, and maintain systems and equipment including aircraft, sensors, rescue equipment, medical equipment, and other related software/hardware.

SECTION C – PERFORMANCE WORK STATEMENT

2. Modernize infrastructure through the replacement of obsolete and peripheral equipment, to include hardware, operating systems, and control and support software.
3. Provide equipment storage, maintenance, and logistics for non-deployable systems and components.
- b. IA: The contractor shall provide services for the design, development, and implementation of security countermeasures for all systems that adequately address IA requirements and provide confidentiality, integrity, availability, authentication, and non-repudiation. The contractor shall perform activities that include the following:
 1. Address IA Vulnerability Alerts (IAVAs) and emerging technical security requirements from DoD and the industry.
 2. Develop an IA Plan (**Section F, Deliverable 34**) to implement the approved architecture and IA approach required to obtain approval to operate in the identified operational environment.
 3. Assess and document in the plan the technical, operational, and programmatic risks that would be incurred; identify the associated pros and cons; and determine the probability of successful implementation.
 4. Work with the Government to identify any unique cybersecurity requirements and ensure activities and artifacts are aligned with those requirements.

C.5.3.5 SUBTASK 3.5 – LOGISTICS SERVICES

The contractor shall provide a broad range of deployed site and logistics services to identify, prepare, plan, activate, operate, maintain, and decommission (commonly referred to as pre-deployment, deployed, post-deployment, and re-deployment services) sites. This TO shall not provide permanent military construction or demolition services.

In addition, the logistics services include the following:

- a. Conducting a PDSS (**Section F, Deliverable 35**) to assess site requirements.
- b. Assisting in maintenance of deployed sites, including runways, storage/hangers, hardstands, power, security, billeting, and communications.
- c. Providing logistics for equipment and material, including shipping/receiving; coordinating with the military logistics units and the Military Distribution System; and obtaining and utilizing a DoDAAC (**Section F, Deliverable 37**).
- d. Ensuring requirements for site services are completed proactively, such as Host-Tenant Support Agreement (HTSA), clearances, and country import and export licenses.
- e. Conducting inspections and evaluations as required by the Government.
- f. Developing and maintaining SOPs (**Section F, Deliverable 36**) for site-specific activities.
- g. Providing re-fueling services for aircraft operations. There may be fuel farms available on the Government identified sites. For circumstances in which fuel farms are not available, the contractor shall procure and pay for fuel using the appropriate payment method.
- h. Providing monitoring, access control, and protection of contractor assets.
- i. Planning for redeployment that identifies necessary actions, estimated costs, and schedules for relocation.

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